

## **DOWNTOWN LIAISON**

### **DISTINGUISHING FEATURES**

The Downtown Liaison exists to be the primary point of contact, communication and coordination for a wide-range of issues and projects that impact the downtown area and the respective stakeholders (property owners, business people, visitors, etc). The incumbent will work with all levels and departments of the organization to advocate, coordinate and facilitate an integrated approach to planning and implementing projects in the downtown area. This classification may or may not have direct supervisory responsibilities. Work is performed under general supervision of a General Manager or an Assistant City Manager.

### **ESSENTIAL FUNCTIONS**

Oversees the communication of downtown information and issues to the organization and to the public.

Functions as the liaison to downtown stakeholders and the community-at-large on code enforcement, maintenance, and service provision in the downtown area.

Facilitates communication between citizens groups, business owners, developers and the City on development plans and projects. Conducts a wide range of public and special group meetings.

Conducts oneself as a spokesperson for the City, representing the values of the organization and presenting an example of sensitivity, maturity, and experience-based wisdom.

Monitors and ensures follow-through on enhanced maintenance and capital improvement projects in the downtown area. Evaluates recommendations and prepares options for consideration in future budgets.

Facilitates the provision of services to support downtown vitality by City staff in various departments.

Provides leadership in creation and implementation of an aggressive, pro-active code enforcement strategy for downtown area.

Participates in the development of contracts and agreements for complex downtown revitalization projects and in the coordination of construction projects and other improvements.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

##### Knowledge of:

Communication techniques  
Principals and practices of public administration and of local government structure  
Community organizations, their leaders and available resources  
Customer service and problem resolution practices  
How broad issues relate to City operations  
Various negotiation and facilitation styles and techniques

##### Ability to:

Communicate effectively, both orally and in writing in a wide range of forums using a wide range of techniques

Prepare clear and concise reports

Establish and maintain cooperative and effective working relationships with City officials, city departments, citizen groups, community leaders, businesses and the general public

Initiate and manage complex projects

Conduct research and analyze, interpret and report research findings and recommendations

Ability to (con't):

Be committed to creativity

Be an effective team leader and team member, with the ability to initiate and complete major work efforts

Make rational decisions in accordance with established policy

Be adaptable and willing to accept new challenges

Effectively negotiate complex issues with various groups

Work independently

Operate a personal computer

**Education & Experience**

Any combination of education and experience equivalent to a Bachelor's degree in Urban Planning, Economic Development, Business or Public Administration or a related field and a minimum of five years increasingly responsible project management experience. Requires demonstrated experience interacting with the community and integrating community input. Must have demonstrated experience in initiating and managing projects involving multiple disciplines and functions.

FLSA Status: Exempt

HR Ordinance Status: Unclassified